

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:

Case: 030061

ILLINOIS  
COMMERCE COMMISSION

## FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

2003 JAN 23 P 3:10

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Susan Bartha (Rod & Susan Bartha)

Against (Utility name): Peoples Energy

As to (Reason for complaint) Faulty gas meter(replaced in September 2000) which  
metered high usage and possibly mercury contamination.

in Chicago Illinois.

### TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 720 Thornmeadow Road, Riverwoods, Il. 60015

The service address that I am complaining about is 720 Thornmeadow Road, Riverwoods, Il. 60015

My home telephone is [ 847 ] 948-0992

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ 847 ] 366-1977(cell) or 847 366-1976(Rod)

(Full name of utility company) Peoples Energy/Peoples Gas/North Shore (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- 1.) THE GAS METER THAT WAS REMOVED IN SEPTEMBER 2000 WAS FAULTY. IT WAS THE SAME METER THAT WAS MOVED FROM THE BASEMENT IN 1987 THAT HAD BEEN IN THE HOME SINCE THE 1950'S.
- 2.) THIS METER MAY HAVE BEEN A MERCURY METER.
- 3.) REQUESTS TO PEOPLES GAS TO MEET WITH THE ENGINEER THAT CAME TO OUR HOUSE THAT AGREED THAT IT WAS IMPOSSIBLE TO CONSUME THE AMOUNT OF GAS DURING AT LEAST ONE OF THE MONTHS IN THE SUMMER OF 2000. THEY REFUSED THAT MEETING.
- 4.) REQUESTS FOR PAST BILLS PRIOR TO 1999 THAT HAVE BEEN REFUSED.
- 5.) PEOPLES GAS DOES NOT SEND US ITEMIZED BILLS WITH GAS CONSUMPTION OR COSTS. WE KEEP GETTING A GENERIC BILL WITH AN AMOUNT ADDED ON TO THE LAST AMOUNT. WE HAVE NO IDEA OF OUR THERM READINGS SINCE JULY, 2002.

Please clearly state what you want the Commission to do in this case:

To allow us to see past records of gas consumption dating back to 1997 or 1998 to check the accuracy of the old meter. Also documentation of the serial number of the removed meter and date and when it was refurbished and where it is now. Also to make a fair dollar settlement with the gas company.

Date: January 14, 2003  
(Month, day, year)

Complainant's Signature Susan Bartha

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

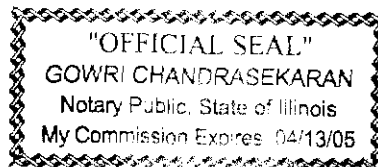
A notary public must witness the completion of this part of the form.

I, SUSAN BARTHA, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Susan Bartha

Subscribed and sworn/affirmed to before me on (month, day, year) Jan, 14th 2003

Gowri Chandrasekaran  
Notary Public, Illinois  
my Commission Expires 4/13/05



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.